Client Services Officer
Job Description

Position Title: Client Services Officer (CSO)
Location: Kew
Tenure: 0.6 EFT
Salary: $44,924 - $48,832 plus 9% Superannuation (pro-rata)

OUR ORGANISATION
Relationships Australia Victoria (RAV) is a leading provider of relationship support services. Our aim is to help Victorians achieve positive and respectful relationships. As a community-based not-for-profit organisation, we have no religious affiliations, and aim to help all members of the community, regardless of their religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances. RAV provides client services from 12 locations in metropolitan Melbourne and regional Victoria. We employ about 250 professional and support staff who are focused on meeting our clients’ needs.

POSITION SUMMARY
The Client Services Officer supports Centre management and staff, providing organisational and administrative support, enabling the Centre to provide high quality service to clients. Ensuring alignment with RAV policy and procedures, the role provides an array of administrative support.

The key activities of the Client Services Officer involve continual client contact. Receiving and directing incoming phone enquiries and attending to walk-in clients. The incumbent will need to ensure efficient coordination of all appointments is maintained, dealing promptly with postponements and cancellations and preparing documentation pertaining to new client information. (This involves undertaking a basic assessment of service needs). Receiving and posting payments and accounts, petty cash, daily banking, data entry and general office housekeeping.

The role aims to enhance the reputation of RAV by ensuring that any person contacting the organisation is responded to in a professional and helpful manner ensuring their needs are met. A high level of customer service is required and the ability to take on organised and responsive approaches in the workplace. In an environment of continuous organisational change, the role also holds responsibility for contributing to improvements to administrative systems thus assisting in organisational efficiency. Confidentiality and professionalism are essential to the role.

REPORTING
Line Communication: Client Services Coordinator
Reports to: Centre Manager
Manages: Nil
Key internal liaison: All centre staff, central office staff.
External Liaison: Clients, relevant suppliers, organisational contacts.
Note: Reporting arrangements may change from time to time depending on business requirements.
FOCUS ON VALUES

Relationships Australia is a voice for relationships in the community. We believe that relationships can grow and change. We promote the ideal of equitable, safe, cooperative and nurturing relationships in families, workplaces and social organisations.

As a values driven organisation, RAV aims to have organisational values embedded in the functions and systems of the organisation. All RAV employees are required to understand these organisational values, integrate the values into their work and demonstrate behaviours, which reflect the values.

At RAV the following values inform the work we do:

- Respect
  We respect diversity in its various personal, cultural and gender expressions. We advocate relationships free from judgement, blame and abuse.
- Integrity
  We promote justice and equity; endeavour to live our ethical standards consistently within our practice; and make our services as accessible as possible without discrimination or judgement.
- Transparency
  We promote open, safe, effective and honest communication at organisational and client levels.
- Responsibility
  We value the responsible use of resources - people, money, time and technology. All individuals and the organisation have rights, responsibilities and authority, which need to be clearly articulated and respected.
- High Quality
  We aim to provide high quality service and maintain the highest professional standards in all aspects of our work. As a part of this process, we foster self-reflection, creativity, innovation and improvement. Keeping an eye on the future, we energetically embrace positive change.
- Enrichment and Celebration
  We seek to enrich our lives and the lives of our clients. We celebrate contributions, achievements and courageous acts of change in relationships.

KEY RESULT AREAS

RAV values Respect, Integrity, Transparency, Responsibility, High quality, Enrichment and Celebration.

All RAV employees are required to understand these organisational values, integrate the values into their work and demonstrate behaviours, which reflect the values.

1. To model the organisation’s values and play a role in raising the profile of these values and associated behaviours across the organisation. This includes a positive contribution to workplace harmony displaying cooperative team behaviour.
2. Be cognisant of organisational policy and procedures, maintain the organisation’s procedure manual and communicate these procedures to ensure organisational efficiency.
3. With a strong knowledge and understanding of RAV’s administration and financial policies, manage an array of administrative tasks including:
   - Manage appointments and refer elsewhere where appropriate
   - Make decisions regarding the urgency of individual client need and appointment scheduling with an appropriate clinician
   - Apply the RAV fee scale appropriately
   - Accurate cash management
4. Maintain a high level of discretion and confidentiality, and be mindful of administration and financial policy and procedures, accurately maintaining all financial and statistical data on the management information system. This includes client data, the centre’s financial handling processes, information regarding centre’s facilities and equipment and general filing.
5. Support managers and clinicians by undertaking administration tasks such as word processing, data entry, ordering and purchasing necessary stationery and equipment, mail management, filing and maintaining centre’s facilities and equipment.
6. Continually demonstrate well developed oral and written communication skills, including word processing utilising appropriate grammar, spelling and lay-out.
7. Represent RAV positively by:
   - Providing an efficient, welcoming first point of contact for actual and potential clients and referrers.
   - Effectively managing face to face and telephone client contact.
   - Undertaking an initial basic assessment of client needs to ensure referral to appropriate RAV services.
   - Handling emergency and stressful situations professionally.

8. Show initiative and exercise professionalism by contributing to a harmonious working environment that enhances work satisfaction and service delivery. Plan and manage own workload to ensure efficient outcomes and a timely response to requests.

9. Contribute to continual improvement in a changing environment by implementing and contributing to changes in organisational systems and procedures which will improve the efficiency and effectiveness.

10. You may be required to perform additional duties from time to time.

KEY SELECTION CRITERIA

The recruiting panel will need to feel confident that the successful candidate will understand the organisational values, integrate the values into their work and demonstrate behaviours that reflect the values.

In addition, candidates are asked to respond to the following key selection criteria, preferably offering examples from previous roles.

- **Visibly ethical** - able to engage and behave with others as a credible professional.
- **Professional expertise** - able to work autonomously and confidentially, managing and prioritising administrative tasks efficiently and effectively. Able to take a systematic and organised approach to work.
- **Organisational awareness** - able to understand contractual obligations and the organisational strategic direction, policies and procedures and to implement these effectively.
- **Communication** - able to communicate with a variety of stakeholders in a variety of ways, with well developed and accurate written oral and electronic skills. Able to demonstrate strong interpersonal skills.
- **Client Service** - able to understand complex and respond appropriately to diverse clients and ensure equitable, responsive and quality service to all clients.
- **Self awareness** - ability to understand oneself and ones role in a team, to appreciate difference and to build sustainable professional relationships which support effective administration processes. Able to work effectively with clients experiencing high levels of stress.
- **Flexibility** - able to work successfully in a changing environment, accept new challenges and continually strive for improvement.
- **Cultural Awareness** - having a considered appreciation of differences in culture, religion, and sexual orientation and a willingness to work respectfully and flexibly with such differences.

Mandatory KSC:

- Office administration certificate or at least three years relevant experience.
- Well developed IT skills and competence in the use of business systems.
- May be required to undertake one evening shift per week.
- Successful applicants must undergo a police check.
- Ability to demonstrate a high level of understanding and skill in dealing with complex client needs.